MIS Data Technician (OA)   **SJ# 414**
GS-303-07   **(July 2004)**

Introduction

This position is located in one of the Wildlife Services (WS) Program State Offices. The incumbent performs a broad range of duties relating to the compilation, editing, and distribution of technical WS field data utilizing the web-based WS Management Information System (MIS) 2000. The incumbent may also perform a variety of clerical tasks in support of administrative services for the State.

Major Duties

The incumbent is the primary data technician of the MIS 2000 for the assigned WS State Offices. He/she is the primary contact point for the field with respect to MIS 2000 which includes resetting MIS 2000 passwords, guidance on connecting through the Internet to MIS 2000 for data input and editing, and answering questions about bringing up/shutting down a computer. He/she provides basic training to field users on computer usage – e.g., keyboarding and MIS 2000.

The incumbent assists with the installation and maintenance of Agency approved hardware and software.

The incumbent organizes pertinent MIS 2000 forms (e.g., Agreement Forms, Certifications) for computer data input, editing and filing. He/she maintains a log of all employee reports received, including problems encountered.

The incumbent enters raw data from input forms into the system. He/she removes printed jobs from the printer and routes to applicable users (field, District, State, Regional, Washington personnel and cooperators).

The incumbent reviews and corrects identified errors in all applicable MIS 2000 reports by utilizing the appropriate procedures which at times includes soliciting a response from field personnel. Prepares MIS-related performance reports at the request of supervisors.

He/she identifies the data errors by tracing the errors through the MIS 2000 from the output reports to the data files. He/she builds basic ad hoc queries to find incorrect, inconsistent, or questionable data entered into the system.

The incumbent tracks error reports of forms, agreements, etc., for corrections by the field. He/she returns photocopies of forms (e.g. agreements) to the field and maintains copies in a suspense file. He/she routinely searches through the suspense file for returns not received within a reasonable time. He/she enters corrected data into the MIS 2000 tracking system.

The incumbent reviews data for validity and flags data for review by field personnel and District, State and Regional Managers. As directed by District Supervisors and/or State Directors he/she enters corrected data into the application.

The incumbent conducts random quality control of computer data by verifying computer generated data on output reports against data on the original input reports through queries.

The incumbent generates and distributes requested menu-driven reports, i.e., itineraries, personnel summaries, etc., for the State Director, District Supervisors, WS specialists, and other personnel. He/she

prints additional reports upon request. This may require the incumbent to modify menu-driven reports to make unique, specific reports to print in specific formats.

With respect to Agreements, the incumbent is responsible for creating Template Agreements for use in the State. He/she ensures that complete Agreement information is input into the system, maintains files of hard copies, and changes the status of Agreements (pending, active, inactive, canceled) as appropriate.

He/she oversees the use of District and State level projects within the system. This includes creating projects as requested and compiling reports associated with projects.

The incumbent serves as the Information Systems Security Officer for his/her State Offices, ensuring that security guidelines are distributed and followed by those using MIS 2000. He/she assists the WS MIS 2000 ISSO with security issues relevant to the State Office(s). He/she is responsible for documenting and reporting security information to the State Director(s) and the MIS 2000 ISSO. This includes taking security training annually, keeping a list of employees in the state who have participated in the annual required security training, advising users of where to take security training, and conducting security training for new employees.

The incumbent establishes and maintains computer backup procedures on personal computer to ensure data loss would be minimal in case of a computer system malfunction.

The incumbent assists the MIS Center with MIS 2000 field support and problem solving, which includes identifying problems and either correcting basic or recurring problems or notifying and scheduling more technical repairs for software and hardware. He/she troubleshoots and resolves common hardware, software, operating systems, and data communication systems problems.

The incumbent reports software problems to his/her supervisor and to the MIS Center. He/she works with the MIS Center staff in repairing flaws in the system and in making improvements.

The incumbent maintains computer equipment inventory for MIS 2000 in the assigned State Offices or assigned geographic service area. He/she tracks and records critical updates run on field machines and reports back to the MIS 2000 ISSO. He/she assists users with running critical updates on their computers. He/she is responsible for updates and distribution of field handbooks.

The incumbent organizes and maintains a file system of hard copy records of all original data input forms and output records. He/she maintains confidentiality and security of all data files and output records covered by the Privacy Act and Freedom of Information Act (FOIA) exclusions.

The incumbent also may construct various bar, pie, and line charts from numerical data as requested utilizing various software programs. He/she prints graphs as final charts, camera-ready copies or overhead slides. The incumbent may also construct spreadsheets for formal presentations and design other computer graphics for forms, certificates, or reports as needed.

The incumbent maintains an up-to-date inventory of all computer supplies, printer supplies, envelopes, and forms. He/she initiates the ordering of the necessary supplies, scheduling their receipt before existing supplies are exhausted.

In addition to the MIS 2000 duties, the incumbent may perform a variety of administrative tasks that involve any combination (or all) of the following: submission of time sheets; maintenance of leave audit sheets; maintenance of property databases; assisting with the annual property inventory; preparation of

travel vouchers; answering and directing telephone calls; ordering office supplies and clerical support in the areas of correspondence and mail distribution.

Approximately 50 per cent of the incumbent's time is spent on MIS 2000 related issues – data integrity checks, entering or correcting information, filing hard copies, producing reports and charts, etc. Approximately 20 per cent of his/her time is spent on other hardware, software and security issues, working with the MIS Center Staff, ATAC, etc. The remaining time is spent on other clerical duties.

FACTORS

Knowledge Required by the Position

The incumbent must have considerable knowledge of and specialized skill in the use of microcomputers and associated equipment used in the daily operational work to accomplish MIS 2000 objectives. Skill in the use of word processing software; a qualified typist is required.

The incumbent must have expert working knowledge of the MIS 2000 Field Handbook, procedural information and relative purpose, configuration and operation of MIS 2000.

The incumbent must have a comprehensive working knowledge of the nature of the WS field operations relative to the complex MIS data input combinations, and restrictions on non-private lands in order to discern and correct errors that would affect reliability of the database information.

The incumbent must have expert understanding of the logical sequence of operations performed by computers, such as identification of specific data elements to be used, i.e. a series of separate, related tables of information. This is needed for the design of ad hoc quires required to produce information not available through menu-driven reports.

The incumbent must have a good working knowledge of computers in order to troubleshoot and resolve problems with hardware and software.

The incumbent must have knowledge of the documents and forms associated with work to be done to determine if they are accurately completed and have the appropriate approvals.

The incumbent must have the ability to research, extract information and complete the various documents initiated in the area of the work to be done and to furnish information upon request.

Supervisory Controls

The supervisor makes assignments and defines general objectives. The employee independently sets own priorities and deadlines, gathers data, prepares reports and makes recommendations consistent with normal practice using experience in resolving problems and handling unusual occurrences. Completed work is spot check for appropriateness and accuracy, and in meeting self-determined deadlines.

Guidelines

Guidelines consist of technical Agency MIS operators' manuals, software operation manuals and instruction handbooks which cover the various aspects of the total job. Also included are reference books that cover most of the work processes. Additional guidance is provided by the supervisor and MIS Center staff as necessary. The incumbent uses independent judgment in the selection, modification, and application of appropriate guidelines for each situation.

Complexity

Work assignments consist of a wide variety of procedures. Projects are multifaceted and may extend over several days/weeks. The incumbent must be continuously aware of the accuracy, timeliness and validity of material. Typical assignments involve segments where user and supervisor are consulted regularly, both during planning and as phases are completed, the incumbent also performs tasks in which alternative solutions may be applicable and judgment is used in the resolution of errors. Also, existing circumstances may dictate the way work is performed.

The incumbent's duties involve applying operational knowledge of the computer and peripheral equipment, as well as run time to complete storage, revision and output jobs in the time required. The incumbent must consider priorities, deadlines, and anticipated problems which regularly arise. Most work is performed in an established manner, and operational skill and personal judgment are exercised to resolve recurring problems.

Protocol must be followed when using the numerous and intricate MIS programs. The system is very complex and the programs are highly interactive with the database, which makes it possible for the data technician to cause permanent damage to the integrity of the database if all procedures are not followed.

Scope and Effect

The incumbent's work affects the smooth flow of the overall MIS computer operations and the quality of the output data provided to users. Therefore, the efficiency and accuracy with which the incumbent carries out his or her responsibilities can affect the overall performance of the State WS program in meeting its objectives and reporting its accomplishments.

Data compiled and reports generated by the incumbent are critical in terms of program monitoring and information needs to comply with reporting requirements of Federal and State laws and regulations.

Personal Contacts

Contacts include the WS MIS Center staff, hardware maintenance personnel, State Office and field personnel, MIS Data Technicians from other State Offices and the general public.

Purpose of Contacts

The purpose of contacts is to give or exchange information to carry out daily assignments, schedule routine maintenance and repair of equipment, request technical assistance with projects, correct errors on input forms, make changes to the database, provide needed reports and answer questions. The incumbent resolves operational problems and makes recommendations for improvements.

Physical Demands

The work is mostly sedentary, but the incumbent may be required to stand for brief periods of time and lift up to 40 pounds.

Work Environment

The work is performed in an office environment that may require temperature and humidity controls. Some travel may be required for meetings and training.